

Fig. 1

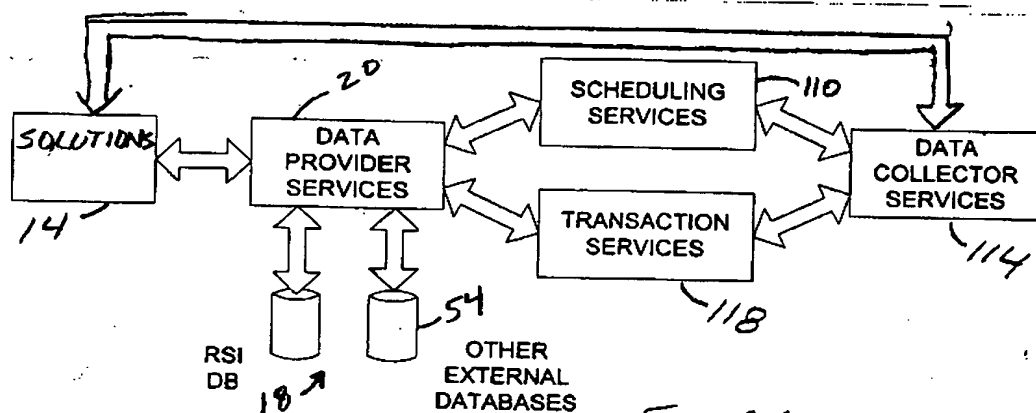


Fig. 2A

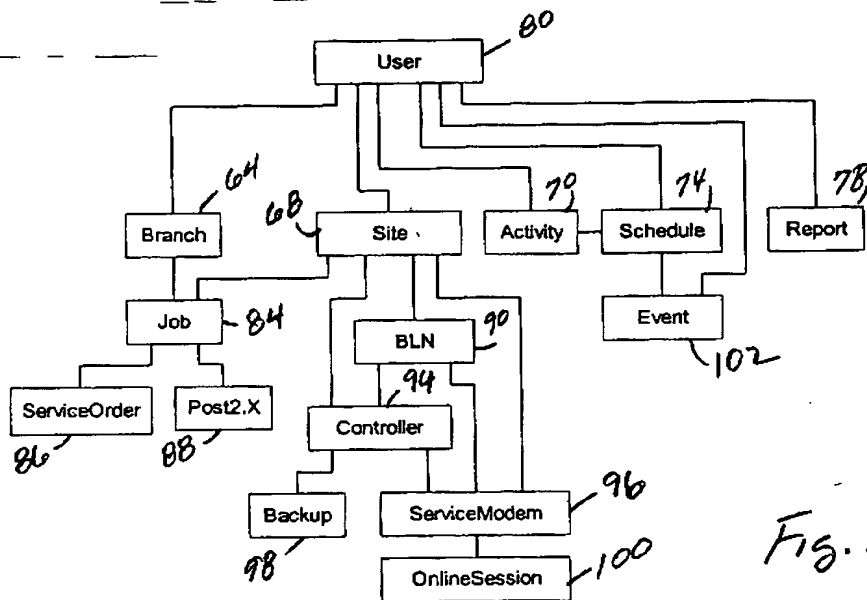
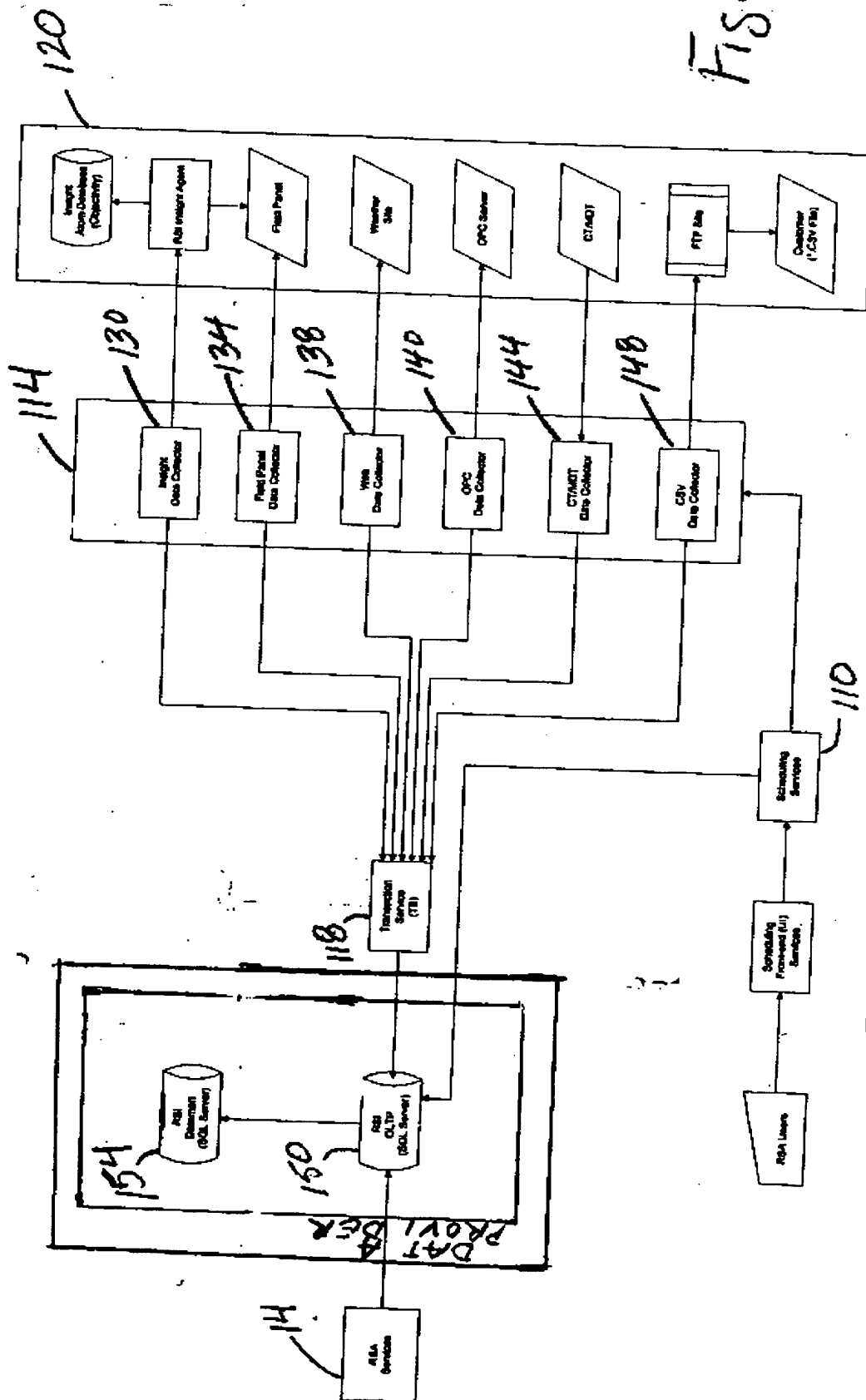


Fig. 2B



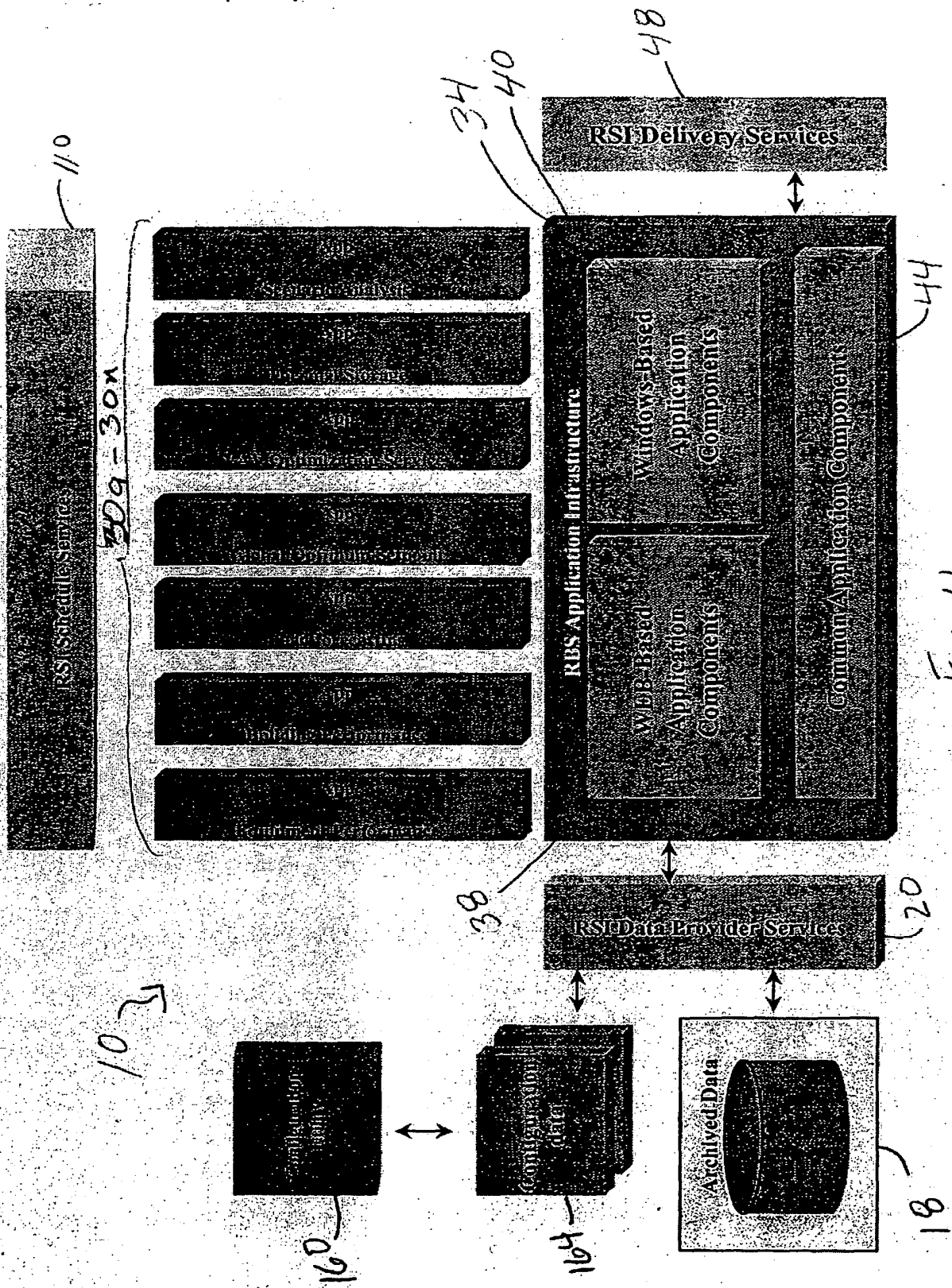
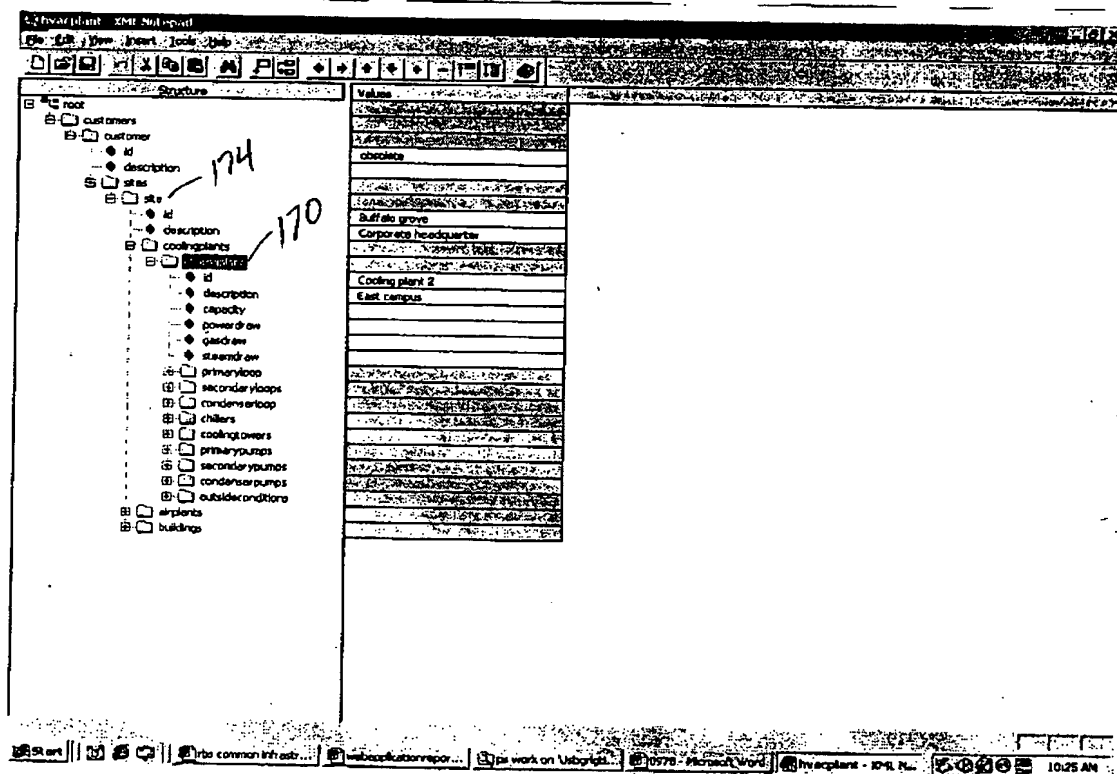
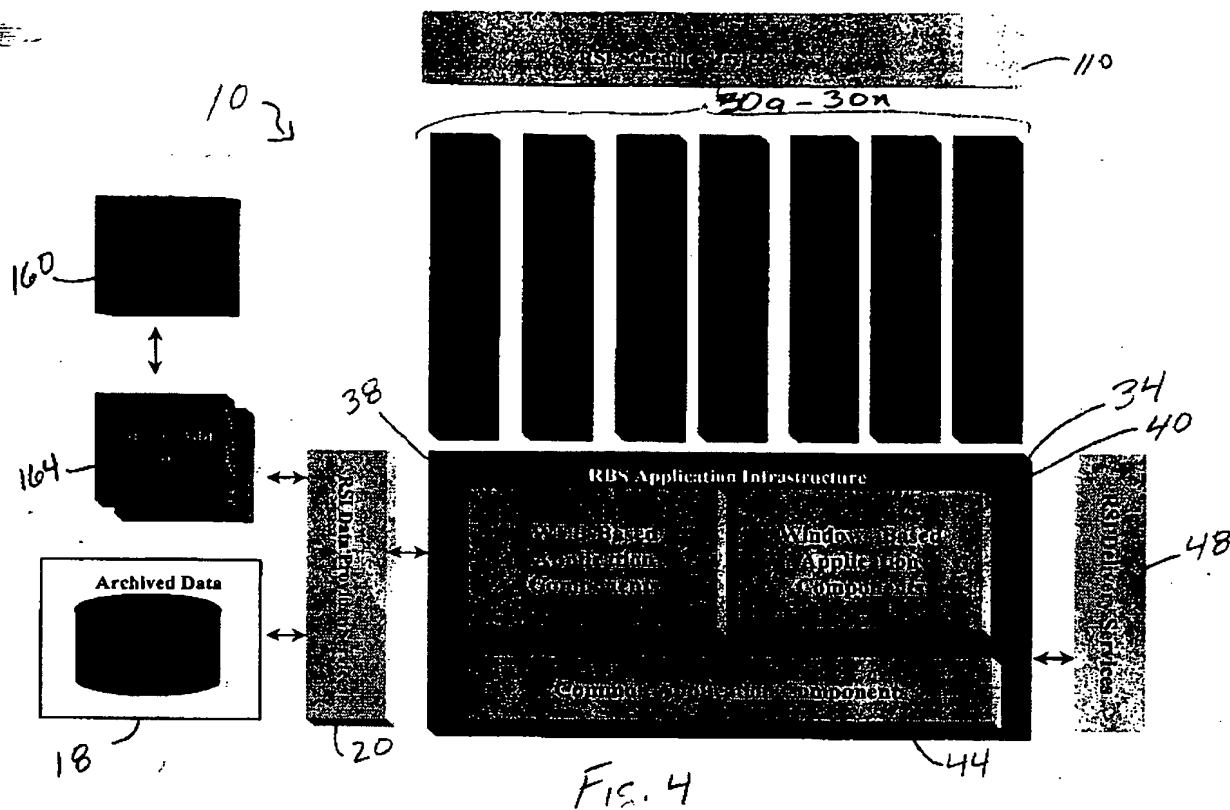


FIG. 4



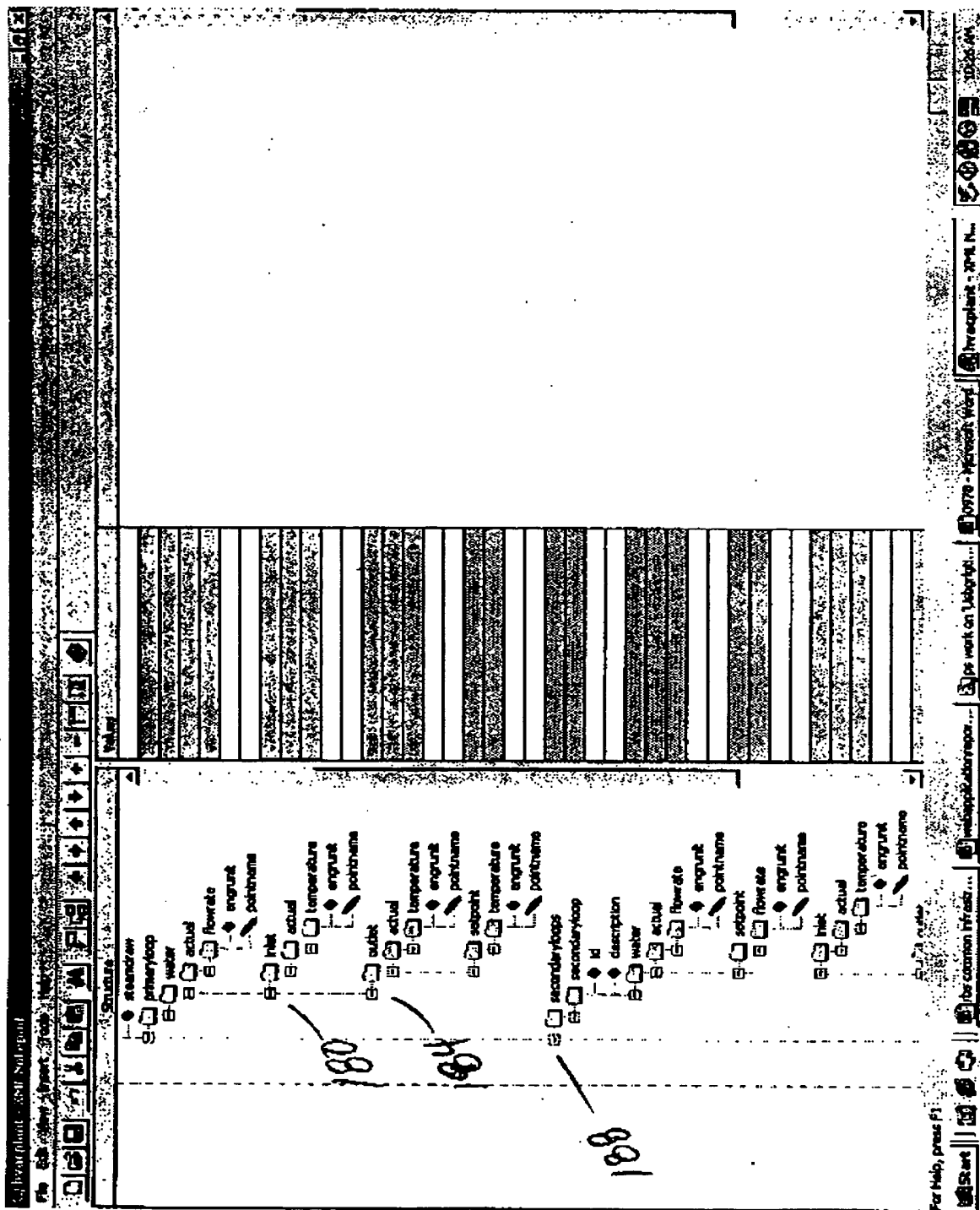


Fig. 6

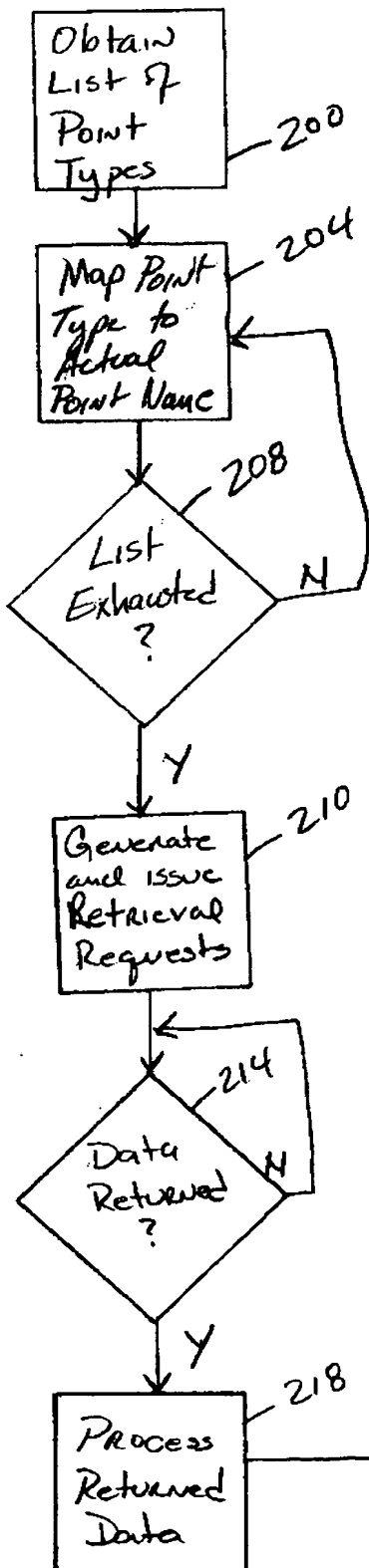
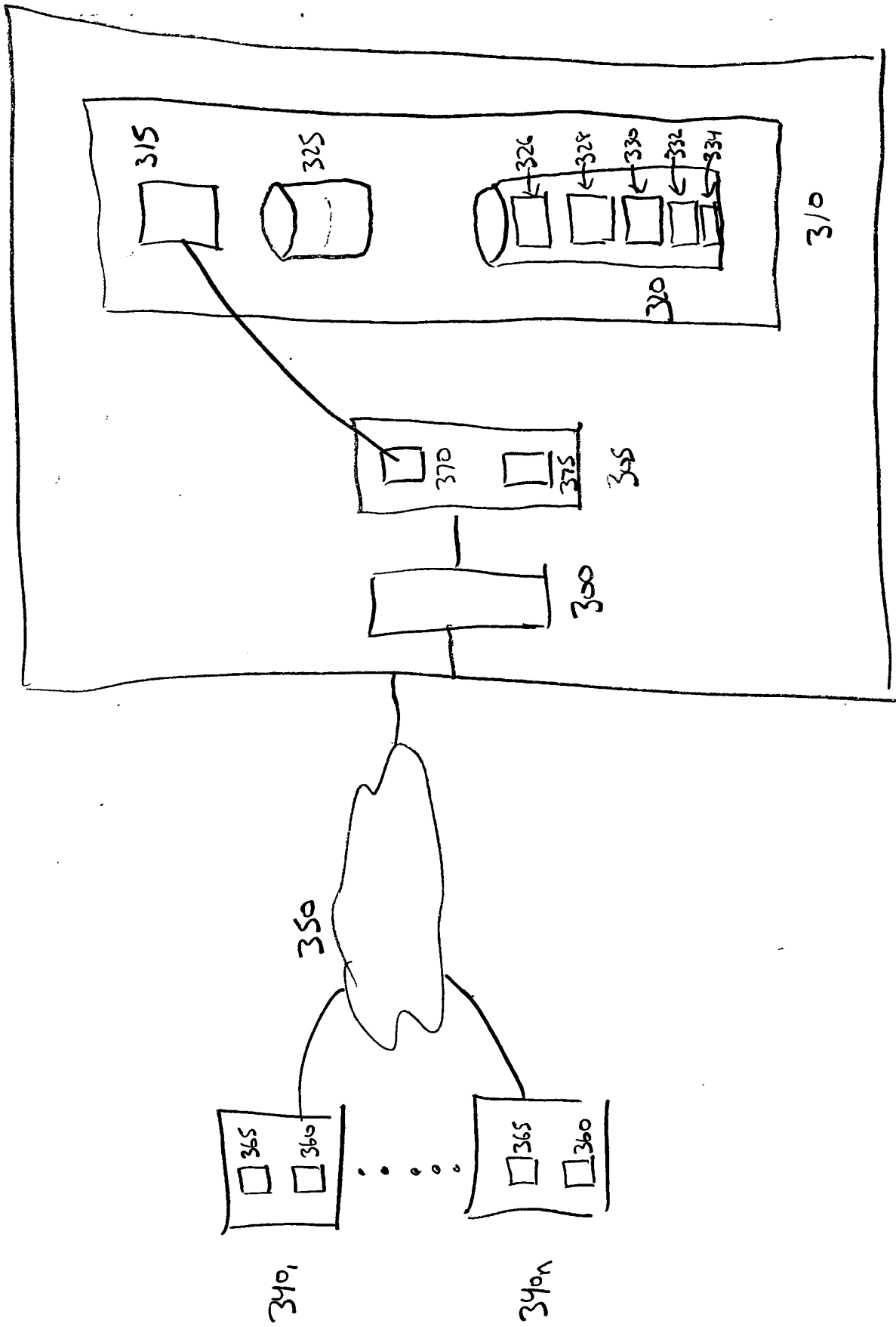


Fig. 8



48

FIG. 9



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Search for... go >

Service Central Fileshare Administration Log Out

| Home | >Service Central >Service Activity

Request Service

- Service Activity
 - Open Calls
 - Closed Calls
 - Custom Reports
- TSP Contracts
- Equipment
- Sites
- Request Service

Service Activity

The service activity function provides online access to all service information for the sites, equipment, and service activities that you are authorized for. Clicking any of the links provides more detailed information for that entry.

Summary

The summary provides an overview of all service activity for all sites for which you are authorized grouped by status, call type, and system type.

Call Status		System	
Open	▶13	Fire...	▶18
Closed	▶150	HVAC	▶56
		Mechanical	▶54
		Security	▶35
Call Type			
Preventive	▶146		
Corrective	▶17		

Detail

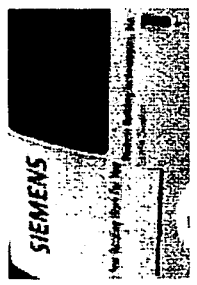
The table below lists detail for all sites, as well as the service activity information associated to them, for which you are authorized. Clicking any table header will sort the data by that column. You can also export the table content to another format by clicking the desired file format symbol to the right.

Item 1-5 of 43

Export to: .xls .doc A:

Site	Call Status			Call Type		System	Number
	Open	Closed	Preventive	Corrective	Type		
▶SZ COLLEGE PARK {B320013}	▶1	▶0		▶0	▶1 HVAC		
▶SZ COLLEGE PARK {B320013}	▶0	▶3		▶3	▶0 Mechanical		
▶SZ EAST LIBRARY {B408013}	▶0	▶1		▶1	▶0 Mechanical		
▶SZ EAST POINT {B425013}	▶2	▶0		▶0	▶2 HVAC		
▶SZ EAST POINT {B425013}	▶0	▶1		▶1	▶0 Mechanical		
▶1-5 ▶6-10 ▶11-15 ▶16-20 ▶21-25 ▶26-30 next →							

FIG. 10



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Search for... go >

Service Central Fileshare Administration Log Out

Home | > > > > Open Calls

Request Service

- Service Activity
 - Open Calls
 - Closed Calls
 - Custom Reports
 - TSP Contracts
 - Equipment
 - Sites
 - Request Service

Open Calls

Below is an overview of all service activities with an "open" status (this includes open, scheduled, and dispatched calls). Clicking **Display filter criteria** and selecting different filtering criteria options allows you to modify the report.

Item 1-5 of 15 **SID** Export to: [.xls](#) [.doc](#) [ASCII](#)

Open Date	Order No.	Status	Site	Description	Call Type	System	PO No.
4/23/03	▶ 030321-0852	Open	SZ MULTIPURPOSE {B251013}	REPLACE SCREENS	Preventive	Mechanical	200303974
4/18/03	▶ 030307-3329	Open	SZ COLLEGE PARK {B320013}	PM	Preventive	Mechanical	200304780
4/18/03	▶ 030416-0594	Open	SZ TOM LOWE {B229013}	REPLACE DEFECTIVE CONDENSING F	Preventive	Mechanical	200305191
4/18/03	▶ 030416-0589	Open	SZ TOM LOWE {B229013}	PM **NOTE** MUST CALL TO GET T	Preventive	Mechanical	200305192
4/17/03	▶ 030416-0551	Open	SZ SOUTHWEST {B440013}	LEAK ON 1ST CIRCUIT ON CHILLER	Preventive	Mechanical	200305232
▶ 1-5	▶ 6-10	▶ 11-15					→ Display Equipment / Contract No.

Soo

FLG. 11



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Service Central Fileshare Administration Log Out
Home | > > > > Open Calls > Service Order

Request Service

- Service Activity
 - Open Calls
 - Closed Calls
 - Custom Reports
 - TSP Contracts
 - Equipment
 - Sites
 - Request Service

Service Order

Below is detailed information for the individual service order you have selected.

Summary

The summary provides an overview of information related to the selected service order number.

Service Order No.	030321-0852	Customer Name	Demonstration Customer
PO Number	200303974	Contract No.	
Site	SZ MULTIPURPOSE {B251013}	System	Mechanical
Status	Open	Open Date	4/23/03
Call Type	Preventive	Closed Date	
Request Type	fax		
Problem Type	Repair or Replace Parts		
Call Priority	Next Scheduled Visit		

FIG. 12

Detail

The problem and resolution area provides a description of the requested service and what action has been taken to resolve the issue.

Problem Description	REPLACE SCREENS FOR CIRCULATION PUMP STRAINER
Resolution	

Further Information

Use the following links to get further equipment, call, or appointment information.

go to ↕ Equipment ↕ Call Log ↕ Appointments

630

Equipment

620

The table below lists equipment that was serviced on the selected order number.

No Data Available.

600

Call Log

The table below lists all activities logged to the selected service order number.



Search for... go >

site360 Home site360 Ordering Help Contact Us Sitemap

Service Central Fileshare Administration Log Out

| Home | >-- >-- >Open Calls >Service Order

Request Service

- Service Activity
 - Open Calls
 - Closed Calls
 - Custom Reports
 - TSP Contracts
 - Equipment
 - Sites
 - Request Service

Appointment

Below is the detailed information for the single appointment selected for this call.

Summary

The summary provides an overview of information related to the selected appointment.

Service Order No.	030321-0852	Contract No.	
PO No.	200303974	Customer Name	Demonstration Customer
Site	SZ MULTIPURPOSE {B251013}	Branch	ATLANTA
Appointment No.	030321-0852 0001 1 240097	Lead Technician	Steve Conti
Open Date	ATL	Skill Type	Fitter Journeyman
Closed Date	4/23/03		
Appointment Status	TENTATIVE		

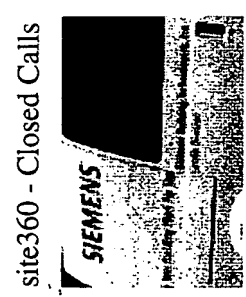
Equipment

The table below lists the equipment that service was performed on for this particular appointment. If no data appears, service has not yet been performed.

No Data Available.

FLG. 13

700



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Help

Contact Us

Sitemap

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Fileshare

Administration

Log Out

Home

> > > > Closed Calls

Request Service

- Service Activity
 - Open Calls
 - Closed Calls
 - Custom Reports
 - TSP Contracts
 - Equipment
 - Sites
 - Request Service

Closed Calls

Below is an overview of all service activities with a "closed" status (this includes completed, closed, and paid calls). Clicking **Display filter criteria** and selecting different filtering criteria options allows you to modify the report.

Item 1-5 of 178

Open Date	Order No.	Status	Site	Description	Call Type	System	PO No.	Export to: ASCII
4/16/03	▶ 030307-3331	Complete	SZ EAST POINT {B425013}	PM	Preventive	Mechanical	200305028	
4/16/03	▶ 030403-0116	Complete	UPS 35 Glenlake Fire	TAMPER TROUBLE	Preventive	Fire		
4/10/03	▶ 030307-3327	Complete	SZ FAIRBURN {B323013}	PM	Preventive	Mechanical		
4/10/03	▶ 030410-0128	Complete	SZ FAIRBURN {B323013}	CHANGE THE BELTS	Preventive	Mechanical		
4/9/03	▶ 030307-3325	Complete	SZ SOUTHWEST {B440013}	PM	Preventive	Mechanical	200304882	
▶ 1-5	▶ 6-10	▶ 11-15	▶ 16-20	▶ 21-25	▶ 26-30	next →	→ Display Equipment / Contract No.	

800

FIG. 14

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- Service Activity
- Open Calls
- Closed Calls
- Custom Reports
- TSP Contracts
- Equipment
- Sites
- Request Service

Selected Services

The Selected Services function provides an overview of selected service activities for the site and system type you selected. Clicking **Display filter criteria** enables you to view the criteria set for this report and to also select different filtering criteria options to modify the report, if desired. You can also export the table content to another format by clicking the desired file format symbol to the right.

Item 1-5 of 47

Open Date	Order No.	Status	Site	Description	Call Type	System	PO No.
5/1/03	030409-0306	Open	MURRAY ELEMENTARY	PREVENTIVE MAINTENANCE	Preventive	HVAC	
5/1/03	030409-0307	Open	NEHAHAWA MIDDLE	PREVENTIVE MAINTENANCE	Preventive	HVAC	
5/1/03	030409-0308	Open	CONESTOGA HIGH SCHOOL	PREVENTIVE MAINTENANCE	Preventive	HVAC	SIGNED TSP
5/1/03	030409-0309	Open	CONESTOGA HIGH SCHOOL	PREVENTIVE MAINTENANCE	Preventive	HVAC	SIGNED TSP
4/16/03	030409-0310	Open	CONESTOGA HIGH SCHOOL	PREVENTIVE MAINTENANCE	Preventive	HVAC	SIGNED TSP
▶1-5	▶6-10	▶11-15	▶16-20	▶21-25	▶26-30	next →	

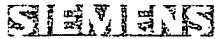
→ Display Filter Criteria →

Export to: .xls .doc ASCII

FIG. 15

900





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[Service](#) [Fileshare](#) [Administration](#) [Log Out](#)
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[My Requests](#)

[Service Activity](#)
[TSP Contracts](#)
[Equipment](#)
[Sites](#)
[Request Service](#)

Request Service

This page is for submitting online service requests.

For emergency or after-hours service, please call your local branch office.

* Indicates required field.

Request Type *

Priority *

Select Site *

OR Enter Site

[Load Site Equipment](#)

Select Equipment *

OR Enter Equipment

Location *

Description *

PO No.

Last Name

First Name

E-mail *

Phone

1000

FIG. 16



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Search for... go >



Service Central Fileshare Administration Log Out

| Home | >Service Central >TSP Contracts

Request Service

Service Activity

→ TSP Contracts

- Active Contracts
- Expiring Contracts
- Cancelled Contracts
- Expired Contracts
- Custom Reports

Equipment

Sites

Request Service

TSP Contracts

The TSP contracts function provides online access to all service contract information for the contracts and sites for which you are authorized. This overview screen informs you, in an aggregated form (overall and per site), of the number and value of existing contracts. Special attention should be given to expiring contracts. Clicking any of the links provides more detail information for that entry.

Summary

The summary provides an overview of all service activity for all sites for which you are authorized grouped by status and system type.

Contract Status

Active	▶3	1106
Expiring	▶0	1108
Cancelled	▶0	1110
Expired	▶1	1112

System

Fire	▶1	1116
HVAC	▶2	1118
Mechanical	▶1	1120

Detail

The table below lists detail for all sites, as well as the service activity information associated to them, for which you are authorized. Clicking any table header will sort the data by that column. You can also export the table content to another format by clicking the desired file format symbol to the right.

Item 1-5 of 6

Export to: .xls .doc Pdf

Site	Contract Status	System	Number
	Active Expiring Cancelled Expired	Type	
▶UPS 35 Glenlake Automation	▶1	▶0 HVAC	
▶UPS 35 Glenlake Fire	▶0	▶0 HVAC	
▶UPS 35 Glenlake Mechanical	▶1	▶0 Mechanical	
▶UPS 55 Glenlake Automation	▶1	▶0 HVAC	
▶UPS 55 Glenlake FIRE	▶1	▶0 Fire	
▶1-5 ▶6-6			



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Search for... go >



Service Central Fileshare Administration Log Out
| Home | >Service Central >TSP Contracts >Active Contracts

Request Service

- Service Activity
- TSP Contracts
 - Active Contracts
 - Expiring Contracts
 - Cancelled Contracts
 - Expired Contracts
 - Custom Reports
- Equipment
- Sites
- Request Service

Active Contracts

→ Display Filter Criteria →

Below is an overview of all active service contracts. Clicking **Display filter criteria** and selecting different filtering criteria options allows you to modify the report. Clicking any of the links provides more detailed information for that entry. You can also export the table content to another format by clicking the desired file format symbol to the right.

Item 1-3 of 3

Export to: .xls .doc A:

Contract No.	Po No.	Description	Site	Status	Effective Date	Renewal Date	System
▶MS-6699		TIME & MATERIAL	UPS 35 Glenlake Mechanical	Active	1/1/03	12/31/03	Mechanic
▶PB-1394	1220	FULL COMPREHENSIVE	Multiple Sites	Active	1/1/03	12/31/03	HVAC
▶PC-1512			UPS 55 Glenlake FIRE	Active	8/1/02	7/31/03	Fire

→ Display Equipm

1210

1200

FIG. 18



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Search for...

go >

Service Central Fileshare Administration Log Out

| Home | >Service Central >TSP Contracts >Expired Contracts >Individual Contract

Request Service

site360

- Service Activity
- TSP Contracts
 - Active Contracts
 - Expiring Contracts
 - Cancelled Contracts
- Expired Contracts
 - Custom Reports
- Equipment
- Sites
- Request Service

Individual Contract

The individual contract function provides complete detail for the selected contract. For example, which sites and equipment are covered, contract duration, and service history under the specified contract.

Summary

The summary provides an overview of information related to the selected service contract.

Contract No.	PC-1396	PO No.	
Status	Expired	SBT Branch	
Effective Date	2/1/02	Secondary Contact	
Renewal Date	1/31/03	Coverage Type	LABOR ONLY
Time to Renewal	-21 Days	System	HVAC
Service Technician/ Account Engineer	Chris Howell		

Description LABOR ONLY

Service Activity

Use the following links to get service history or scheduled service information.

→ Service History → Scheduled Services

Detail

Clicking an existing service contract displays the contract in its entirety.

Sites & Equipment

The table below lists sites and equipment covered under this service contract. Select the desired site from the left side of the table. The equipment covered by the contract for the selected site will then display on the right side of the table.

Item 1-1 of 1	.xls	.doc	ASCII	Item 1-1 of 1
Site	Equipment			
▶ UPS 35 Glenlake Fire	MECH/SPEC SCHEDULING			

F16.19



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Search for... go >

Service Central Fileshare Administration Log Out

| Home | >Service Central >Equipment

Request Service

- Service Activity
- TSP Contracts
- Equipment
- Sites
- Request Service

Equipment

The equipment function provides complete service and technical information for your equipment. Select a site from the dropdown box and click **go**. A table of all equipment for that site appears. Click a specific equipment link to get detail for that piece of equipment.

Site go > 1402

Item 1-5 of 35

Export to: .xls .doc PDF

Site	Equipment or Services	Quantity	Location	Asset ID	System
UPS 35 Glenlake Automation	▶	1	CABINET 11	UPS35GL01	HVA
UPS 35 Glenlake Automation	▶	1	CABINET 12	UPS35GL02	HVA
UPS 35 Glenlake Automation	▶ CLIENT WORKSTATION REV *	1	INSIGHT 03	UPS35GL03	HVA
UPS 35 Glenlake Fire	▶ MECH/SPEC SCHEDULING	1		UPSF1	HVA
UPS 55 Glenlake Automation	▶	1	CABINET 1 MAIN CHILLER PLANT	UPS55GL01	HVA
▶1-5 ▶6-10 ▶11-15 ▶16-20 ▶21-25 ▶26-30 next →					

1400

FIG. 20



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Search for... go >

Service Central Fileshare Administration Log Out

| Home | >Service Central >Equipment >-- >Individual Equipment

Request Service

Individual Equipment

The individual equipment function provides all relevant technical information and detail for the selected piece of equipment

Detail

Equipment	CLIENT WORKSTATION REV *	Asset ID	UPS35GL03
Site	UPS 35 Glenlake Automation	Warranty Expiration	
Equipment Quantity	1	Contract No.	PB-1394
Equipment Location	INSIGHT 03	System	HVAC

Service Activity

Below is an overview of all service activities with an "open" status (this includes open, scheduled, and dispatched calls) for this piece of equipment.

Item 1-1 of 1

Open Date	Description	Call Type	Order No.	PO No.
1/7/03	FULL COMPREHENSIVE	preventive	P021216-0836	

Closed Calls

Below is an overview of all service activities with a "closed" status (this includes completed, closed, and paid calls) for this piece of equipment.

Item 1-2 of 2

Open Date	Description	Call Type	Order No.	PO No.
7/3/02	FULL COMPREHENSIVE	preventive	P020625-0966	
4/4/02	FULL COMPREHENSIVE	preventive	P0021032288	



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Search for... go >



Service Central Fileshare Administration Log Out
| Home | >Service Central >Equipment >-- >Individual Contract

Request Service

- Service Activity
- TSP Contracts
 - Active Contracts
 - Expiring Contracts
 - Cancelled Contracts
 - Expired Contracts
 - Custom Reports
- Equipment
- Sites
- Request Service

Individual Contract

The individual contract function provides complete detail for the selected contract. For example, which sites and equipment are covered, contract duration, and service history under the specified contract.

Summary

The summary provides an overview of information related to the selected service contract.

Contract No.	PB-1394	PO No.	
Status	Active		
Effective Date	1/1/03		
Renewal Date	12/31/03	SBT Branch	ATLANTA
Time to Renewal	313 Days	Secondary Contact	Jacquelyn Brewer
Service Technician/ Account Engineer	M. Kevin Mote	Coverage Type	FULL COMPREHENSIVE
		System	HVAC

Description FULL COMPREHENSIVE

Service Activity

Use the following links to get service history or scheduled service information.

→ Service History → Scheduled Services

Detail

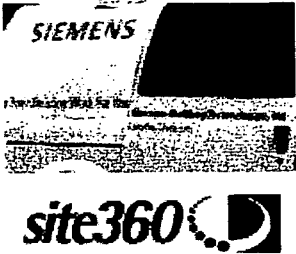
Clicking an existing service contract displays the contract in its entirety.

Sites & Equipment

The table below lists sites and equipment covered under this service contract. Select the desired site from the left side of the table. The equipment covered by the contract for the selected site will then display on the right side of the table.

Item 1-3 of 3	.xls	.doc	ASCII	Item 1-3 of 3
Site				Equipment
▶ UPS 35 Glenlake Automation				
▶ UPS 55 Glenlake Automation				
▶ UPS 55 Glenlake Mechanical				CLIENT WORKSTATION REV *

FIG. 22



Search for... go >

Service Central Fileshare Administration Log Out
| Home | >Service Central >Equipment >-- >Service Order

Request Service

- Service Activity
 - Open Calls
 - Closed Calls
 - Custom Reports
 - Selected Services
- TSP Contracts
- Equipment
- Sites
- Request Service

Service Order

Below is the data for the single service activity you have selected.

Summary

The summary provides an overview of information related to the selected service order number.

Service Order No.	020625-0966	Customer Name	Demonstration Customer
PO Number		Contract No.	▶PB-1394
Site	UPS 35 Glenlake Automation	System	HVAC
Status	Closed	Open Date	7/3/02
Call Type	Preventive	Closed Date	7/5/02
Request Type	generated		
Problem Type	MAINTENANCE		
Call Priority	Next Scheduled Visit		

Detail

The problem and resolution area provides a description of the requested service and what action has been taken to resolve the issue.

Problem Description	
Resolution	JEFF C. 7/3/02-BUILDING ON GENERATOR AT THIS TIME.

Further Information

Use the following links to get further equipment, call, or appointment information.

go to [Equipment](#) [Call Log](#) [Appointments](#)

Equipment

The table below lists equipment that was serviced on the selected order number.

Item 1-3 of 3		Export to:		.xls	.doc	.pdf
Equipment						
Equipment Name	Quantity	Location		Asset ID		
▶	1	CABINET 11		UPS35GLI		
▶	1	CABINET 12		UPS35GLI		
▶ CLIENT WORKSTATION REV *	1	INSIGHT 03		UPS35GLI		

Call Log

The table below lists all activities logged to the selected service order number.

No Data Available.

F16.23



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Search for... go >

Service Central Fileshare Administration Log Out

| Home | >Service Central >Sites

Request Service



- Service Activity
- TSP Contracts
- Equipment
- Sites
- Request Service

Sites

The site function provides complete service information for an individual site. Click any site link to get specific detail for the site. You can also export the table content to another format by clicking the desired file format symbol to the right.

Item 1-5 of 35

Export to: .xls .doc .pdf

Site

▶ Primary

▶ SZ COLLEGE PARK {B320013}

▶ SZ EAST LIBRARY {B408013}

▶ SZ EAST POINT {B425013}

▶ SZ ELECTION WSE {B804013}

▶ 1-5 ▶ 6-10 ▶ 11-15 ▶ 16-20 ▶ 21-25 ▶ 26-30 next →

1800

FIG. 24



Search for... go >

Service Central Fileshare Administration Log Out
| Home | >Service Central >Sites >-- >Individual Site

Request Service



- Service Activity
- TSP Contracts
- Equipment
- Sites
- Request Service

Individual Site

The individual site function provides detailed data for a single, selected, site enabling you to easily supervise and track all service activity for that site.

Service Activity Summary

The summary provides an overview of all service activity for this site grouped by status, call type, and system type.

1910	Site	SZ COLLEGE PARK (B320013)	1930	Call Type	
				Preventive	▶ 3 - 1965
				Corrective	▶ 1 - 1970
1920	Call Status				
	Open	▶ 1 1950			
	Closed	▶ 3 1960	1940	System	
				HVAC	▶ 1 - 1975
				Mechanical	▶ 3 - 1980

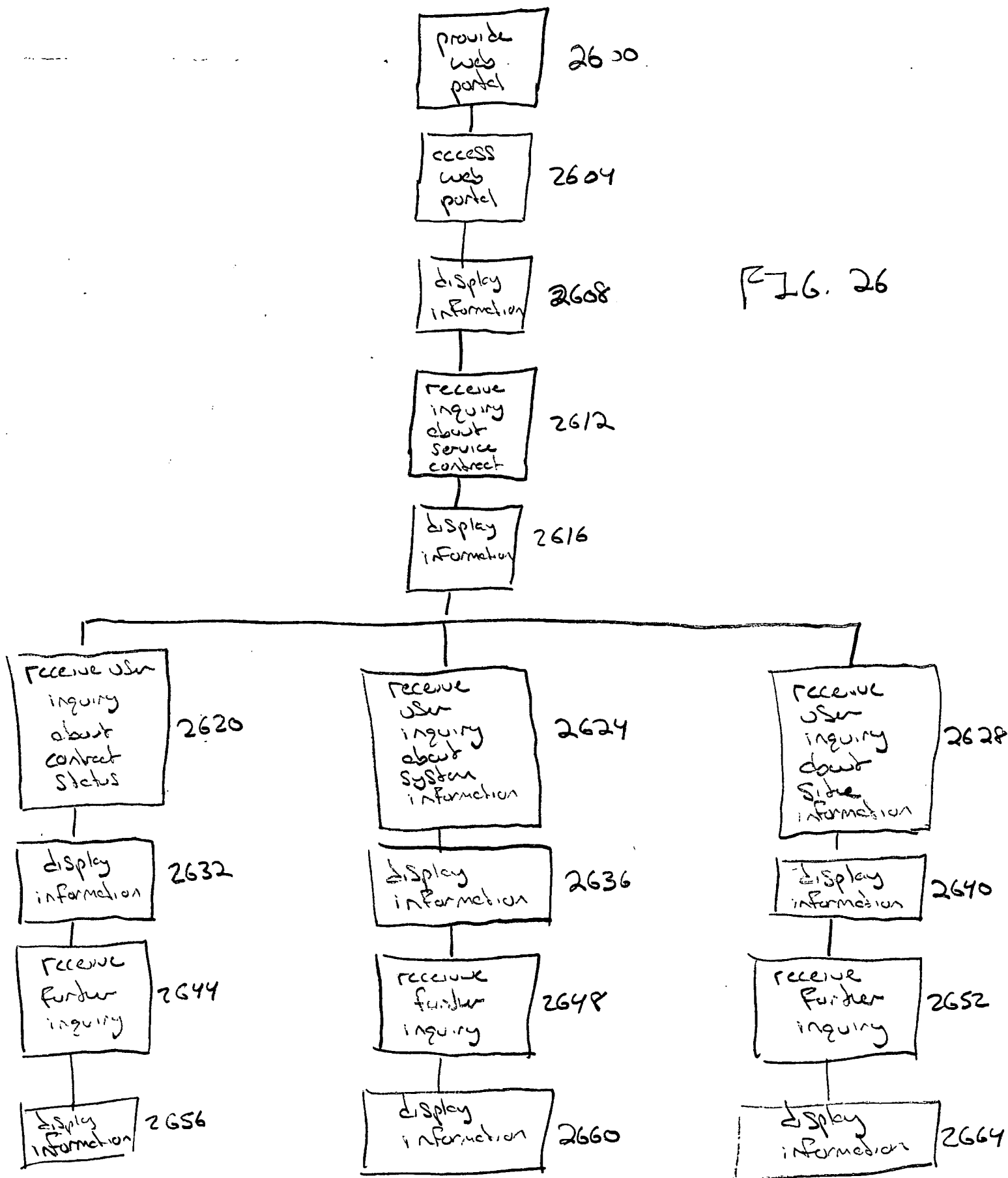
Service Activity Detail

The table below lists detail for the individual site, as well as the service activity information associated with it. Clicking any table header will sort the data by that column. You can also export the table content to another format by clicking the desired file format symbol to the right.

1985	1990	Export to: .xls .doc AS			
	Item 1-4 of 4	Order No.	PO No.	Description	Call Status Call Type Open Date System
		▶021001-0210	PC-02SC87314	ANNUAL CHILLER PM	Closed Preventive 10/7/02 Mechanic
		▶021009-0275	PC02SC87314	INSTALL 2 CHECK VALVES & CLEAN	Closed Preventive 10/16/02 Mechanic
		▶021016-0068	PC-02SC87314	PM REPAIRS	Closed Preventive 10/7/02 Mechanic
		▶030206-0002		this is a test for the call t*	Open Corrective 2/6/03 HVAC

1900

F16.25



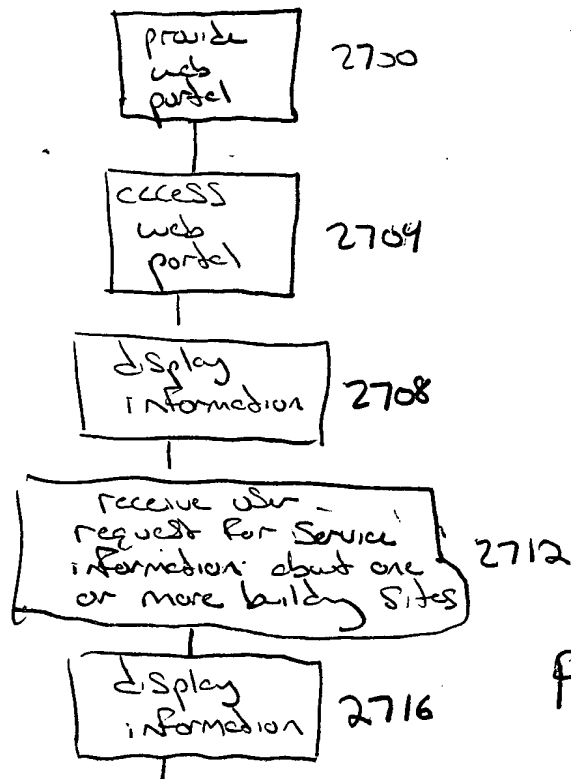
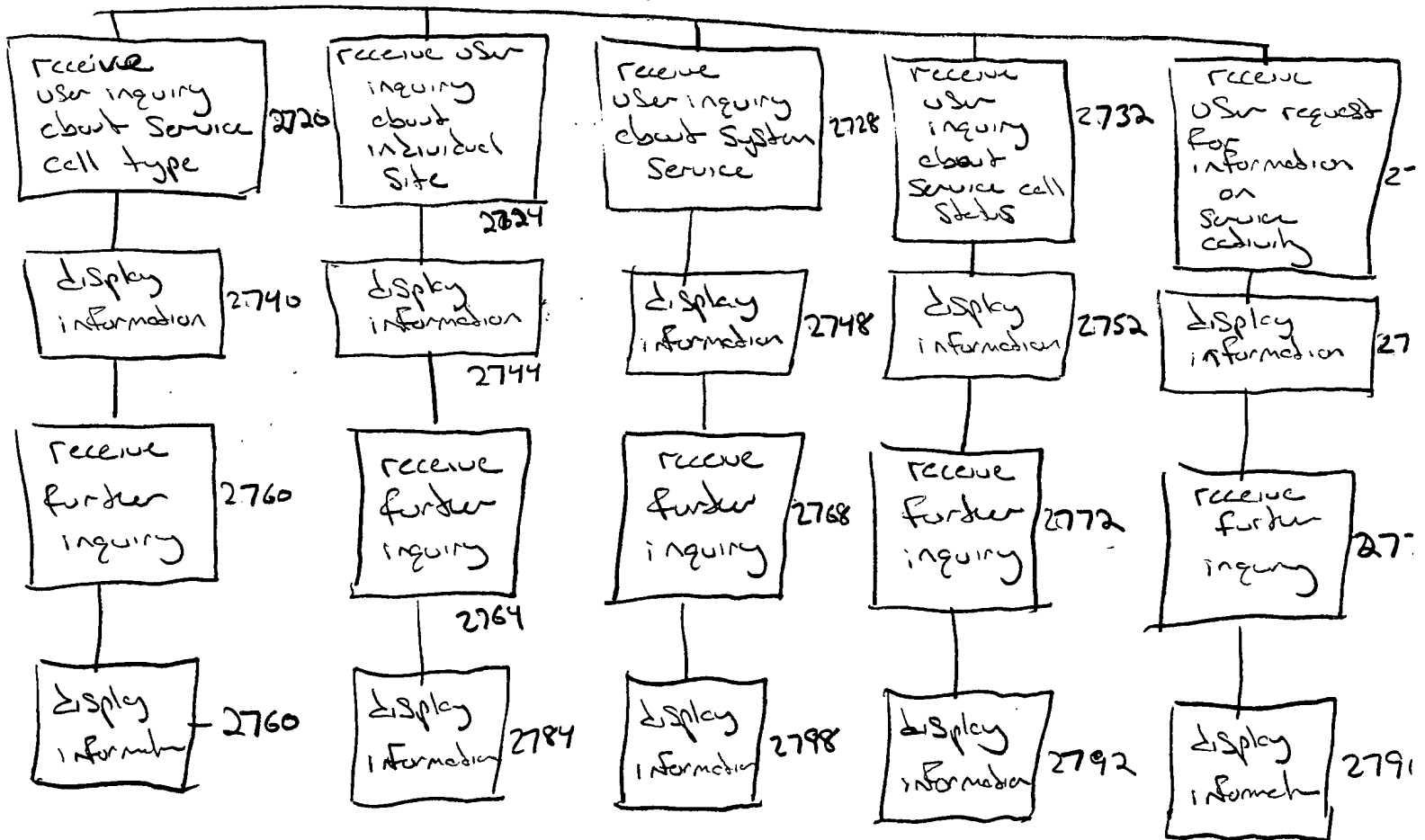
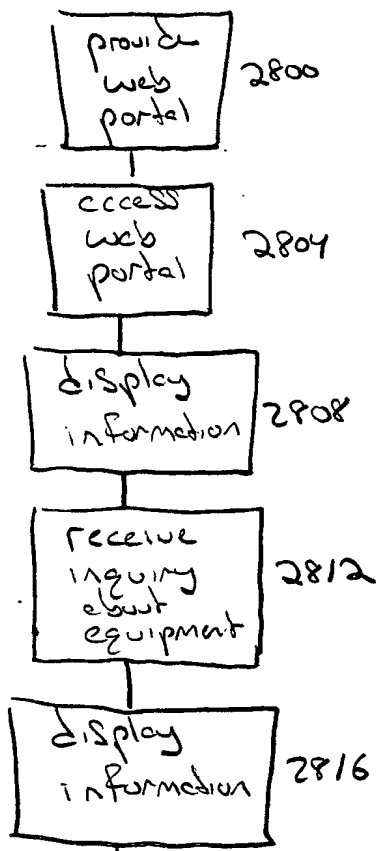
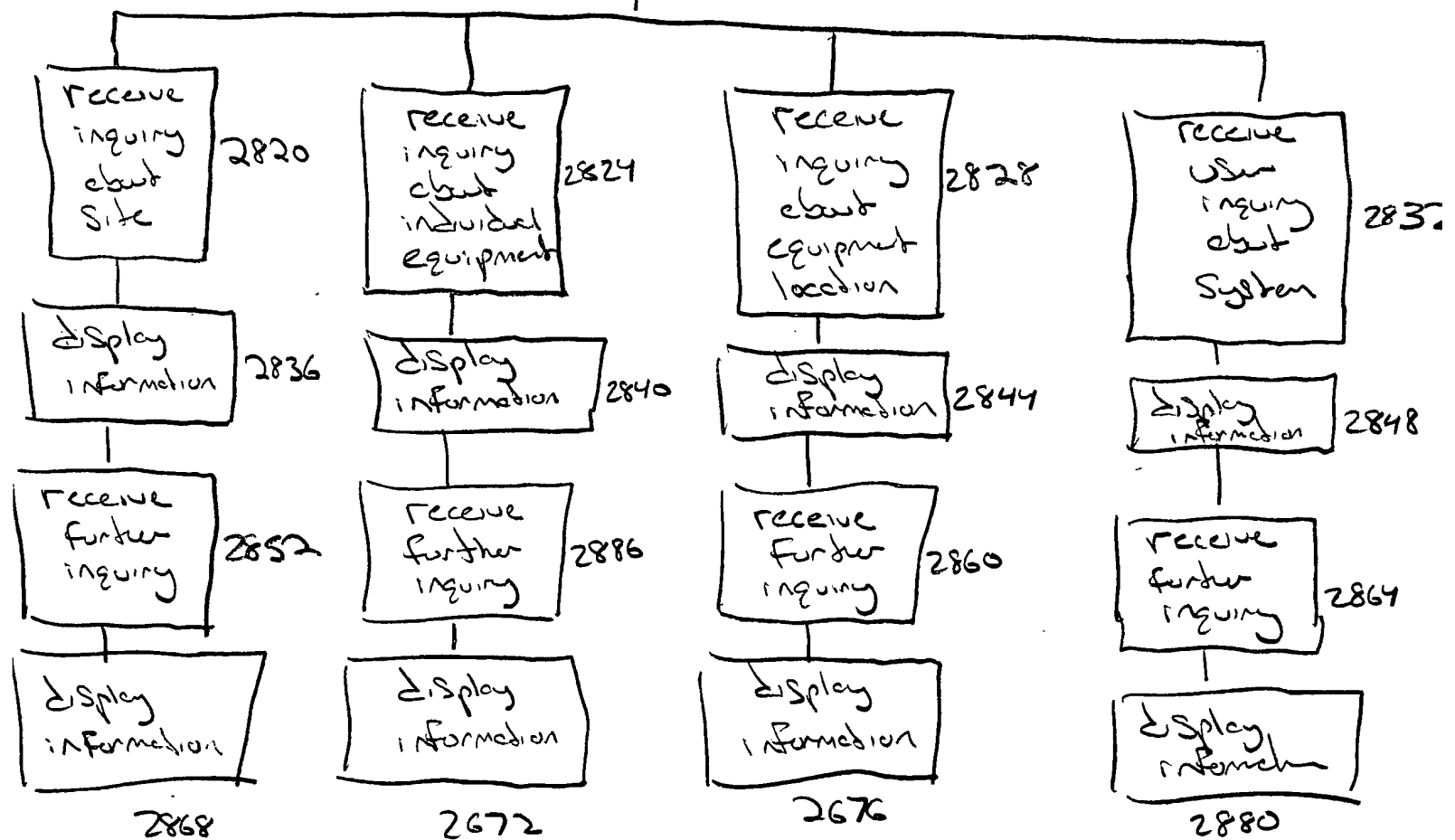


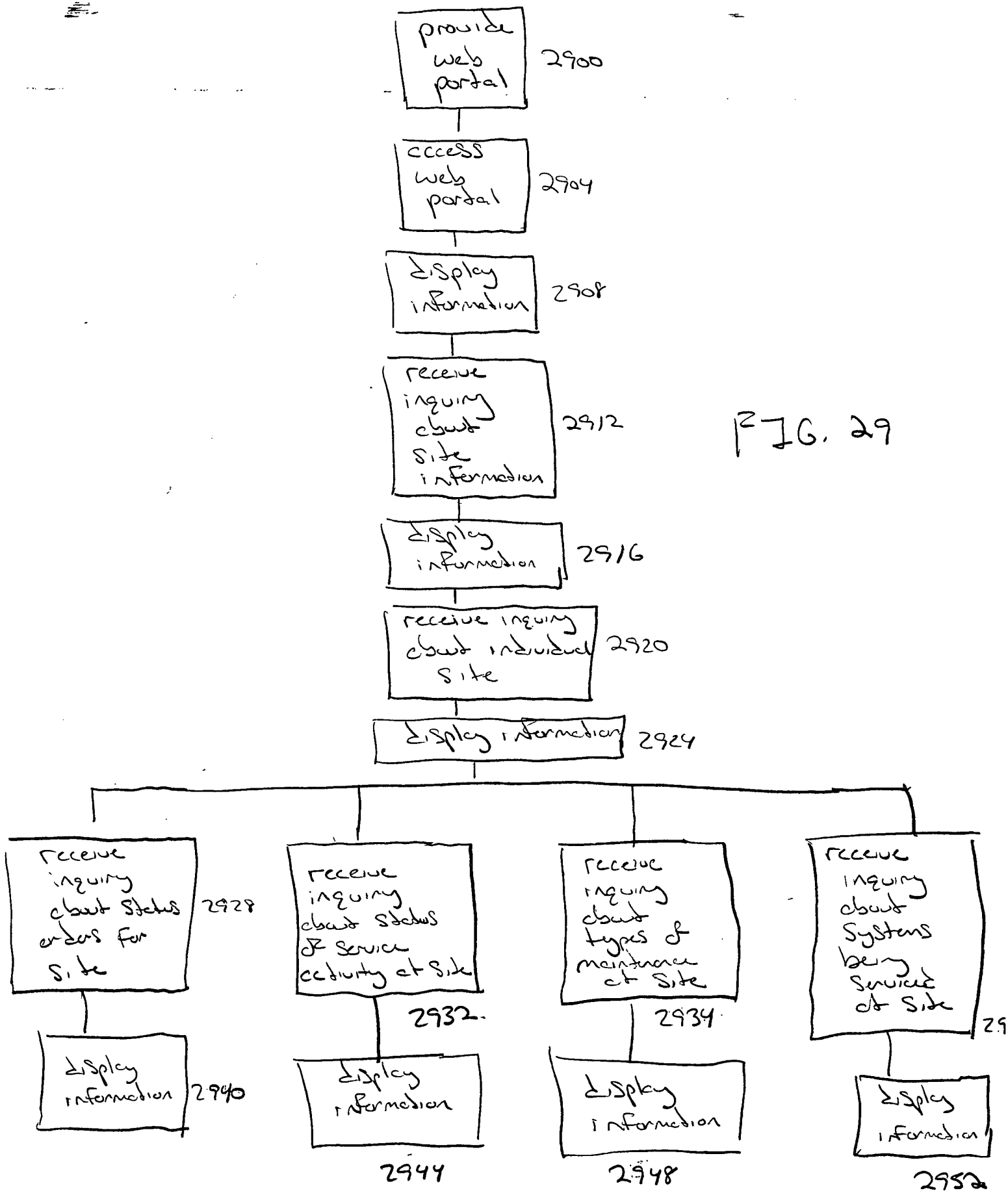
FIG. 27





F26, 28





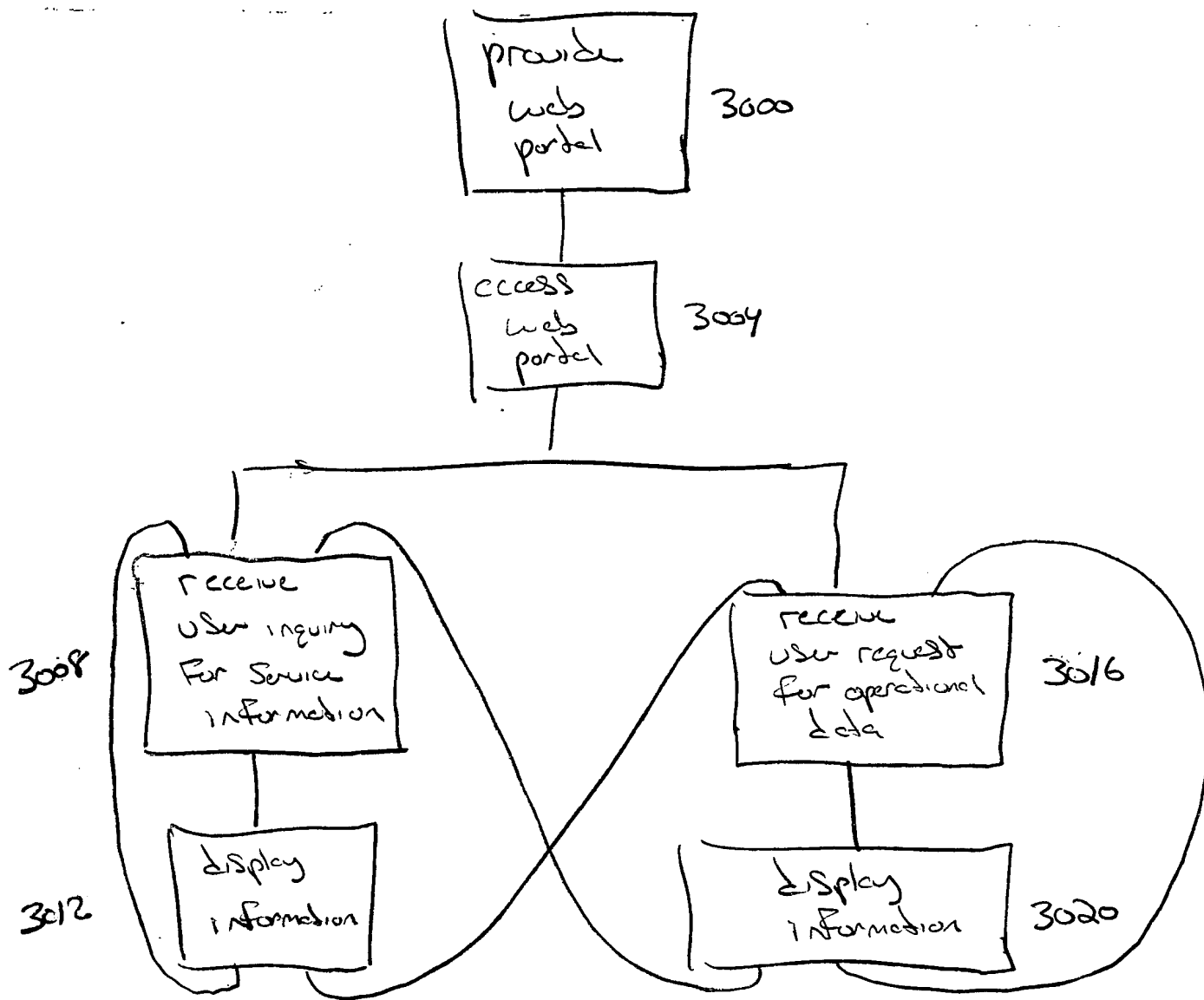


FIG. 30